PRODUCT GUIDE

© RecoveryFix

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1. About RecoveryFix for Exchange Server

1.1 About the Manual

Welcome to the user manual of RecoveryFix for Exchange Server which is a result-oriented tool that performs a thorough scanning of infected EDB files, repairs them, and recovers complete Exchange Server data in the form of Outlook PST. This user guide helps you stepwise for using the tool efficiently. You are advised to carefully go through this user manual before using the software. A well aware user can directly go to any particular portion of user guide with the help of table of contents. The table of contents contains all the sections described in this manual from where you can navigate through different sections of this user manual of RecoveryFix for Exchange Server. This user manual comprises the following sections:

- About RecoveryFix for Exchange Server
- Getting started with the User Interface
- Install and Uninstall
- Using RecoveryFix for Exchange Server
- Download, Purchase and Register
- Troubleshooting
- Legal Notices

1.2 Introduction to RecoveryFix for Exchange Server

RecoveryFix for Exchange Server is an advanced and powerful tool for repairing corrupted, damaged, or inaccessible Exchange Server mailbox data. This tool fully supports to the EDB database created with all versions of Exchange Server including MS Exchange Server 2013. This email recovery tool is empowered by three output-driven EDB recovery modes that are used as per level of Exchange database corruption. There is no need to find out the real cause of Exchange database corruption. While recovering Exchange EDB data, it keeps the integrity, formatting and properties of original data.

There may be various logical and physical reasons of Exchange database corruption such as Exchange dirty shutdown, corrupt header information, deleted mailboxes and emails, JET errors etc. Advanced algorithms of the tool performs a thorough scanning of infected EDB file and fixes all possible errors and recovers every bit of corrupt, damaged or lost email data in the form of Outlook PST.

1.3 Salient Features

Key features of RecoveryFix for Exchange Server are:

- Fixes Exchange Server issues and recovers corrupt EDB files and saves them in PST
- Resolves Exchange dirty shutdown, corrupt header, deleted emails and JET errors
- Recovers all Exchange Server email items, even permanently deleted email data
- Recovers email properties; To, From, CC, BCC, Subject, Date, Time etc.
- User-friendly, self-descriptive, convenient and comprehensive Exchange recovery tool
- Empowered by advanced algorithms and three powerful EDB recovery modes
- Allows preview of recovered email items in a hierarchical structure
- Preserves the properties, structure and format of the recovered email items
- Supports MS Exchange Server 5.0, 5.5, 2000, 2003, 2007, 2010 and 2013
- Supports all versions of Windows OS including all Windows Server OS
- Available with free trial version

1.4 System Requirements

Appropriate configuration of the computer system is required for installing and running RecoveryFix for Exchange Server. The minimum system requirements that your system should possess for RecoveryFix for Exchange Server software are as follows:

Basic System Requirements

- Pentium Class Processor
- 64 MB RAM (128 MB recommended)
- 10 MB of free disk space for software installation
- Disk space – Enough space to store the recovered data

Supported Windows OS Platforms

- Windows 8

- Windows 7
- Windows Vista
- Windows XP
- Windows 2000
- Windows Server 2003
- Windows server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2

2. Getting started with the User Interface

2.1 Welcome Screen

On launching RecoveryFix for Exchange Server software, the welcome screen of the software appears. With the help of this window, user can select corrupt .EDB file and perform Exchange mailbox recovery.

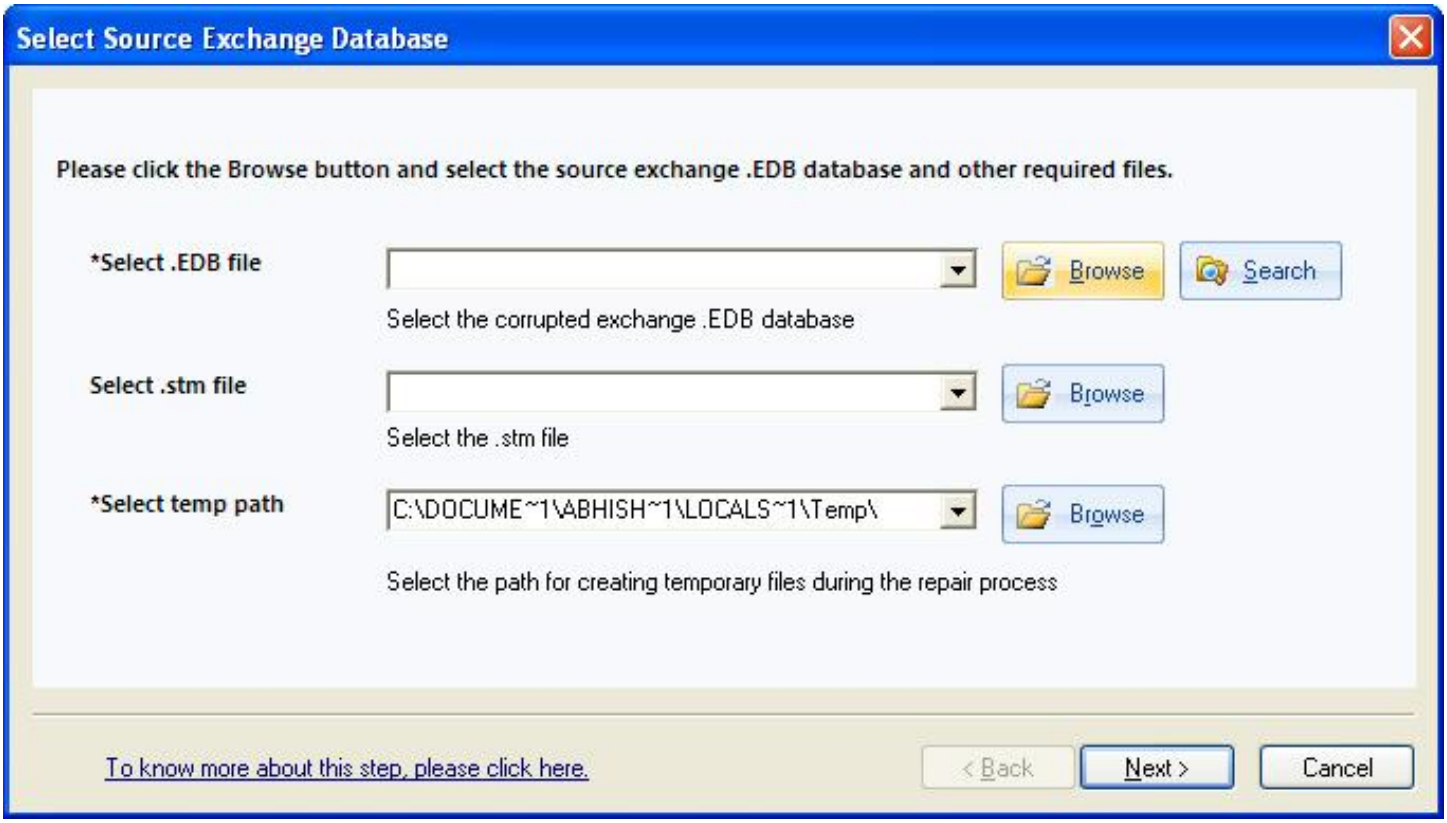

Select Source Exchange Database
Please click the Browse button and select the source exchange .EDB database and other required files.
*Select .EDB file
Browse
Search
Select the corrupted exchange .EDB database
Select .stm file
Browse
Select the .stm file
*Select temp path
C:\DOCUME~1\ABHISH~1\LOCALS~1\Temp\
Browse
Select the path for creating temporary files during the repair process
To know more about this step, please click here.
< Back
Next >
Cancel

Figure 2.1: Welcome Screen

2.2 Menu Bar

The Menu bar of RecoveryFix for Exchange Server comprises following four menus:

- File Menu
- View Menu
- Options Menu
- Help Menu

File Menu

File menu of the RecoveryFix for Exchange Server software appears, as shown in the following figure:

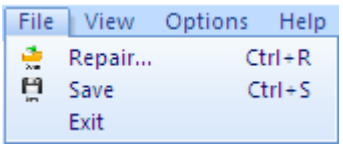


Figure 2.2: File Menu

Given table enlists options available in the **File** menu:

Options	Description
Repair	Select this option to get the 'Select Source' wizard to select the corrupt .EDB file and related file(s) for repairing.
Save	Select this option to save selected folders of the recovered Exchange mailboxes at desired location.
Exit	Select this option to close RecoveryFix for Exchange Server software

View Menu

The **View** menu has only one option “Status Bar”.

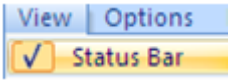


Figure 2.3: View Menu

Option	Description
Status Bar	Select this option to view or hide Status bar in RecoveryFix for Exchange Server software.

Options Menu

Options Menu contains “Settings” option which is used to refine your Exchange Server recovery result.

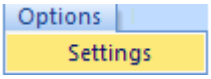


Figure 2.4: Options Menu

Following table enlists the option available in the **Options** Menu:

Option	Description
Settings	Select Settings option to configure certain options in RecoveryFix for Exchange Server software.

Help Menu

Help menu of the RecoveryFix for Exchange Server software appears, as shown in following figure:

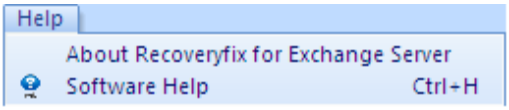


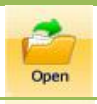
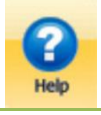
Figure 2.5: Help Menu

Following table enlists the options available in the **Help** menu:

Option	Description
Help	Select this option to view Help manual of the software.
About RecoveryFix for Exchange Server	Select this option to view version information and software support details of the software.

2.3 Tool Bar

Tool bar consists of buttons that plays key role in EDB recovery using RecoveryFix for Exchange Server software. Following table enlists the buttons available on the Tool bar of the software:

Button	Description
	Click this button to launch the Select Source wizard to browse and select .EDB file for repairing
	Click this button to save selected folders of the recovered Exchange mailbox(s) at desired location
	Click this button to view User's Help Manual of RecoveryFix for Exchange Server software

2.4 Other Useful Options

There are several useful options used in the software that helps user throughout the recovery process. Following table list contains those options used in the software:

Button	Description
	Saves the list information as an html file at the defined location
	Stops the ongoing process of listing items in the Preview pane
	Shows or hides Calendar view
	Displays the Calendar entries for a single day
	Displays the Calendar entries for five days
	Displays the Calendar entries for a week
	Displays the Calendar entries for the entire month

3. Install and Uninstall

3.1 Install RecoveryFix for Exchange Server

The RecoveryFix for Exchange Server software is easy to use and can be installed by following few simple steps. Before trying to install it, you need to ensure that you have installer file of this tool. If it is not available, you can download it from the site – http://www.recoveryfix.com/exchange-server-recovery.html

After downloading the installer file of RecoveryFix for Exchange Server, execute the following steps for installing the software:

1. Double click **RecoveryFix for Exchange Server** installer file.
2. Follow the on-screen instructions. When the installation process completes, **'Setup Installation Complete'** message appears on the software installation screen.
3. Before completing the installation, it asks you to launch the software and create a desktop icon of the software.

3.2 Uninstall RecoveryFix for Exchange Server

You can uninstall RecoveryFix for Exchange Server software from computer system by using one of the following two methods:

- From the Windows Start menu
- From the Control Panel

> **Note**: Before starting the uninstallation process, make sure that the RecoveryFix for Exchange Server software is not in use.

Uninstall from Windows Start menu

Execute the following steps to uninstall RecoveryFix for Exchange Server from Windows Start menu:

1. Click **Start > All Programs > RecoveryFix for Exchange Server > Uninstall RecoveryFix for Exchange Server.** A warning message before uninstalling the software is displayed on the screen.

RecoveryFix for Exchange Server Uninstall
Are you sure you want to completely remove RecoveryFix for Exchange Server and all of its components?
Yes
No

Figure 3.1: Warning message

2. Click **Yes** button to uninstall the software.

   ❖ RecoveryFix for Exchange Server is successfully uninstalled from your computer system.

Uninstall from Control Panel

Execute the following steps to uninstall RecoveryFix for Exchange Server from Control Panel:

1. Click **Start > Control Panel >** Double-click the **Add or Remove Programs** icon. A list of the programs installed on the computer system appears.
2. Select **RecoveryFix for Exchange Server** and click the **Remove** button. A warning message before uninstalling the software is displayed on the screen.

© RecoveryFix

RecoveryFix for Exchange Server Uninstall
Are you sure you want to completely remove RecoveryFix for Exchange Server and all of its components?
Yes
No

Figure 3.2: Warning message of uninstallation

3. Click the **Yes** button to uninstall the software.

   ❖ RecoveryFix for Exchange Server is successfully uninstalled from the computer system.

4. Using RecoveryFix for Exchange Server

RecoveryFix for Exchange Server is empowered by three powerful EDB recovery modes which recover corrupted, inaccessible, or damaged EDB files. The EDB recovery modes are as follows:

1. **Automatic analyze and recover**
2. **Advance Scan**
3. **Rebuild corrupted database**

4.1 Recover .EDB file data using Automatic analyze and recover mode

This is fast mode to perform data recovery from corrupt Exchange .edb file. It extracts Exchange user mailboxes and saves to Outlook .pst file. If there are less possibilities of mailbox recovery from the Exchange EDB database with this mode, then the software automatically switch to the Advance Scan mode.

Execute the following basic steps to recover data using Automatic analyze and recover mode.

1. Click **Start > All Programs > RecoveryFix for Exchange Server** to launch the software. The welcome screen of the software appears along with a window asking you to select .EDB file for recovery.

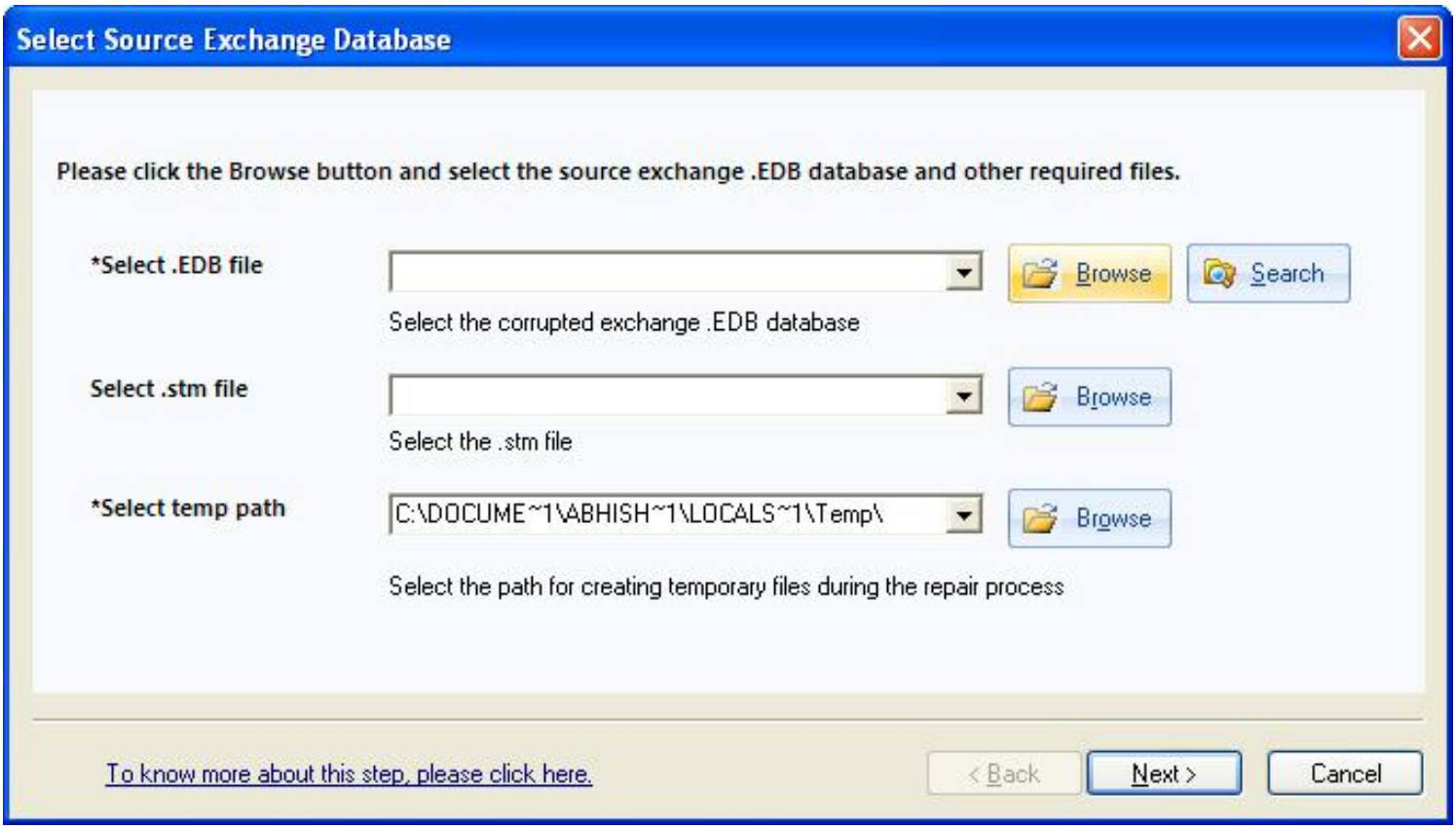

Select Source Exchange Database
Please click the Browse button and select the source exchange .EDB database and other required files.
*Select .EDB file
Browse
Search
Select the corrupted exchange .EDB database
Select .stm file
Browse
Select the .stm file
*Select temp path
C:\DOCUME~1\ABHISH~1\LOCALS~1\Temp\
Browse
Select the path for creating temporary files during the repair process
To know more about this step, please click here.
< Back
Next >
Cancel

Figure 4.1: Selecting the corrupt .EDB file for recovery

2. Click the **Browse** and select the source of .EDB; you can also use **Search** button to search .EDB file located in your computer system.

3. Add the .STM files for the repair process. STM files are required to repair Exchange database of MS Exchange Server 2003 and lower versions. However, it is not compulsory.

4. Selecting .STM files supports .EDB repair and recovery. Their absence might let you experience incomplete recovery.

5. Click on “Next”.

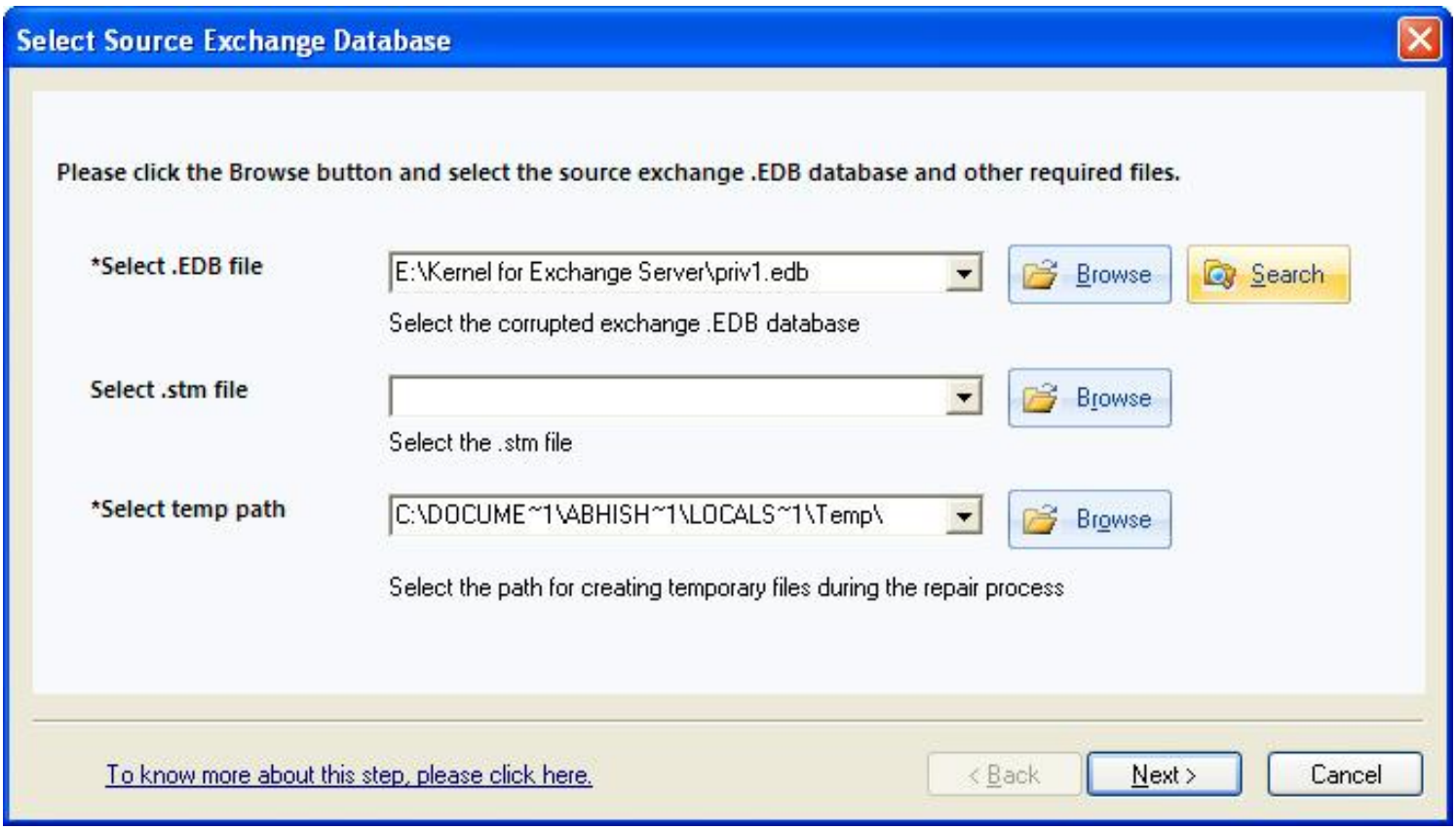

Select Source Exchange Database
Please click the Browse button and select the source exchange .EDB database and other required files.
*Select .EDB file
E:\Kernel for Exchange Server\priv1.edb
Browse
Search
Select the corrupted exchange .EDB database
Select .stm file
Browse
Select the .stm file
*Select temp path
C:\DOCUME~1\ABHISH~1\LOCALS~1\Temp\
Browse
Select the path for creating temporary files during the repair process
To know more about this step, please click here.
< Back
Next >
Cancel

Figure 4.2: Selected .EDB file for recovery

The selected .EDB file gets displayed. Click on **Next** button and select Automatic analyze and recover mode.

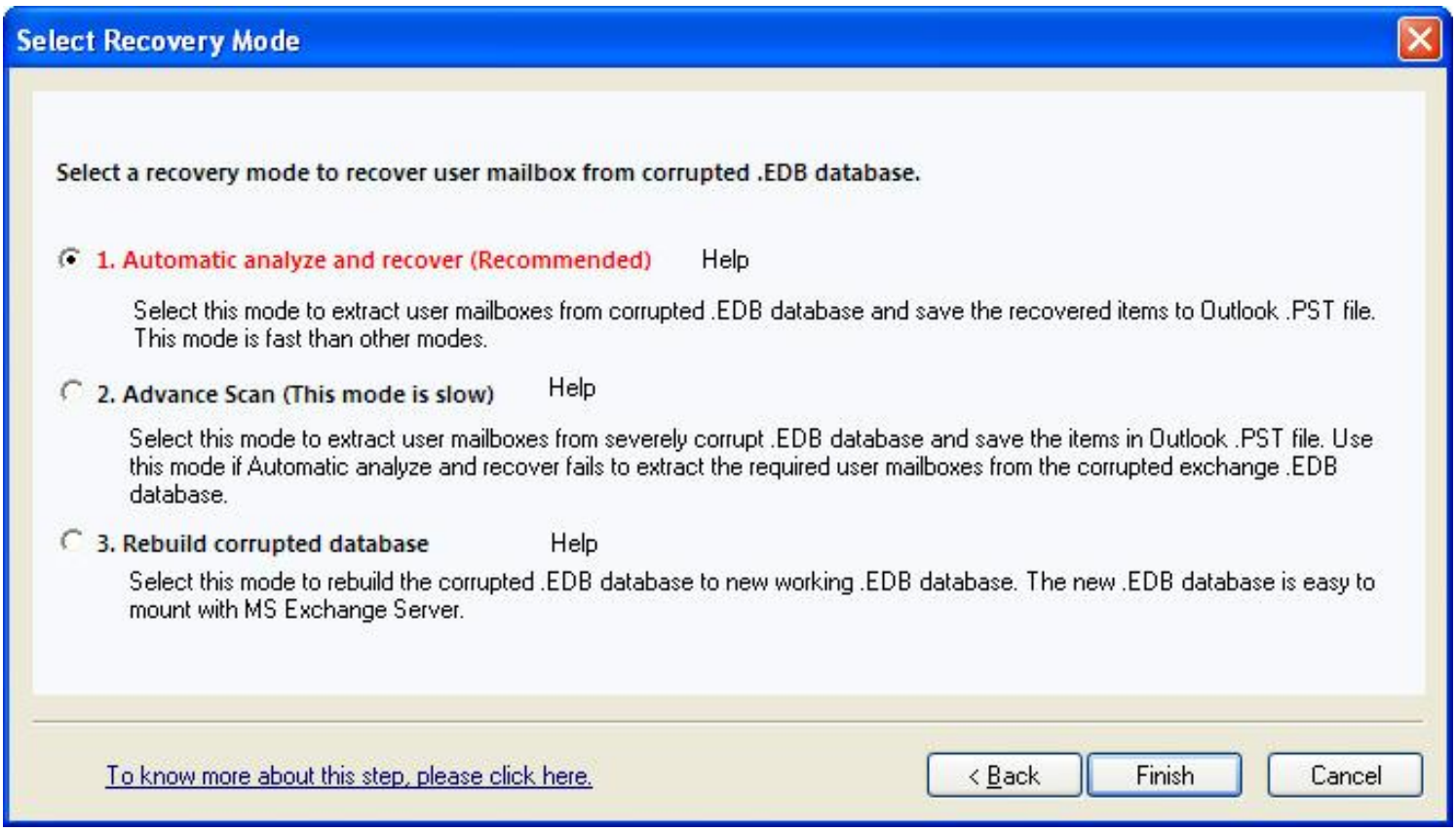

Select Recovery Mode
Select a recovery mode to recover user mailbox from corrupted .EDB database.
1. Automatic analyze and recover (Recommended)
Help
Select this mode to extract user mailboxes from corrupted .EDB database and save the recovered items to Outlook .PST file. This mode is fast than other modes.
2. Advance Scan (This mode is slow)
Help
Select this mode to extract user mailboxes from severely corrupt .EDB database and save the items in Outlook .PST file. Use this mode if Automatic analyze and recover fails to extract the required user mailboxes from the corrupted exchange .EDB database.
3. Rebuild corrupted database
Help
Select this mode to rebuild the corrupted .EDB database to new working .EDB database. The new .EDB database is easy to mount with MS Exchange Server.
To know more about this step, please click here.
< Back
Finish
Cancel

Figure 4.3: Selecting the Automatic analyze and recover mode

To scan corrupt Exchange .EDB file through the selected Automatic analyze and recover mode, click on **Finish**. Software starts analyzing and repairing .EDB file.

> Note: In the midst of scanning and repairing the EDB file, if the software fails to recover User mailboxes from the selected Exchange database then it switches to the Advance Scan mode displaying a message for the same.

Please wait while current process finishes
Step 6 of 6 : Getting long value information please wait...
processing 27500 of 180967
Cancel

Figure 4.4: Process status of .EDB repairing and recovery

When scanning of .EDB file gets completed, software displays the recovered Exchange user mailboxes in left panel of the software as given below:

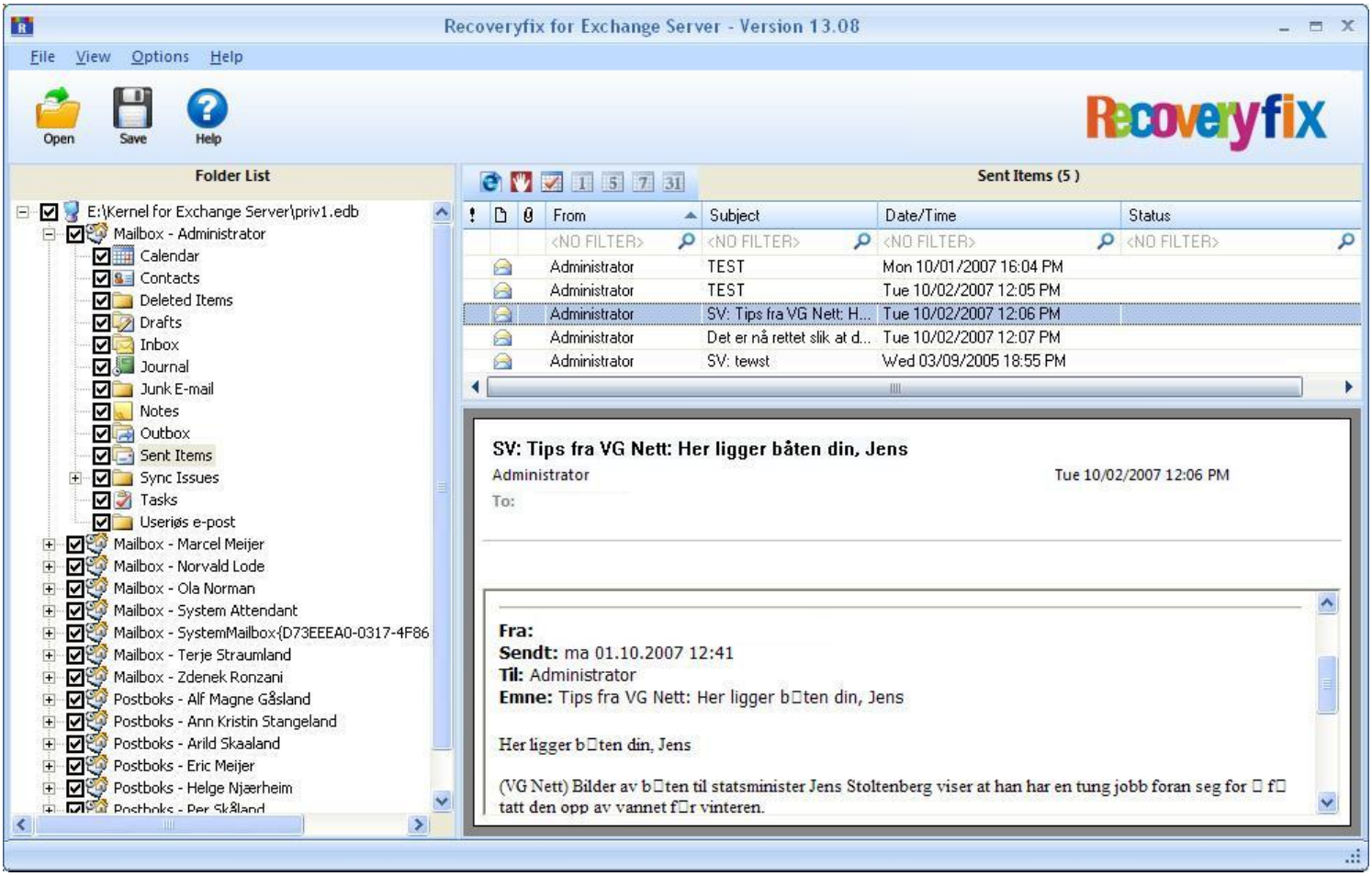


Figure 4.5: List of recovered mailbox items & preview of selected file

From the displayed list of recovered .EDB file items, you can select folders to save them. Click on **Save** button to save selected .EDB folder.

Software asks you to define the saving location to save the recovered data. Specify Date Range and destination folder for the same.

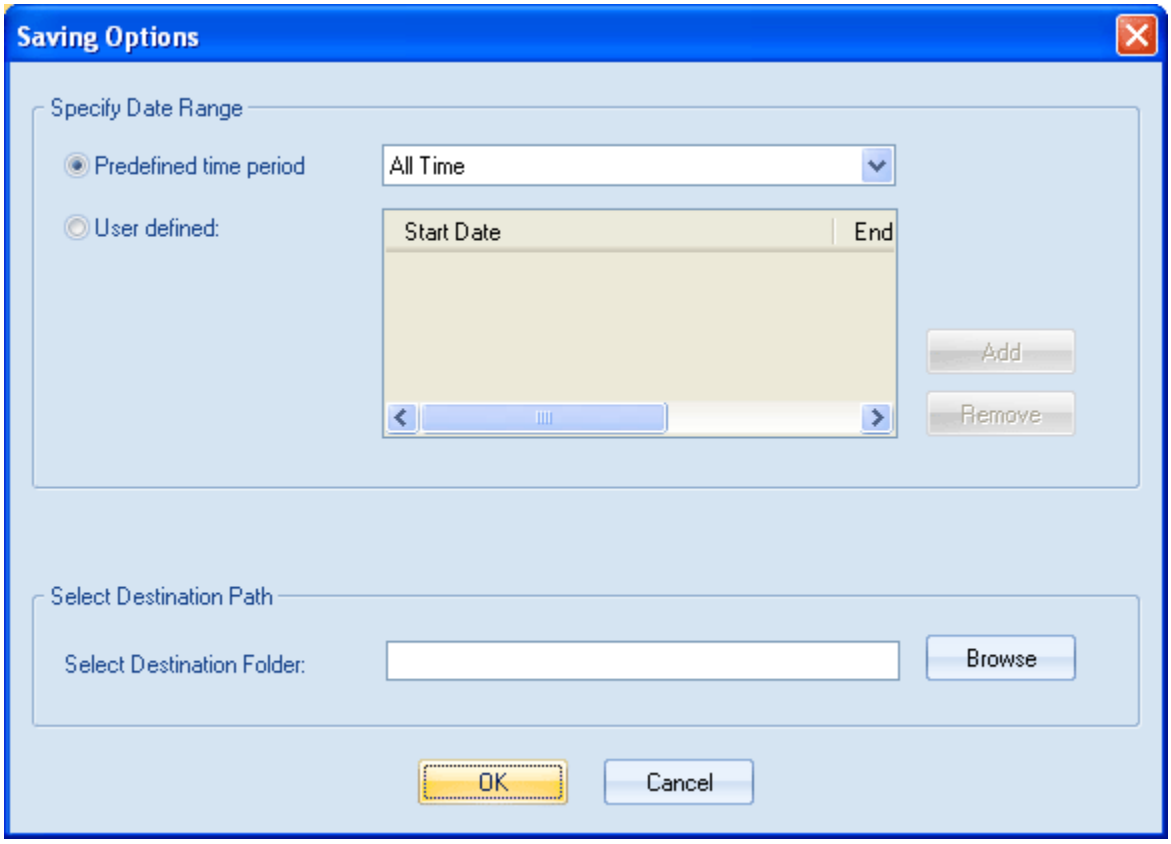


Figure 4.6: Saving options of .EDB file

Click on **OK** button; software starts saving recovered Exchange mailbox data. It displays status of .EDB file saving process:

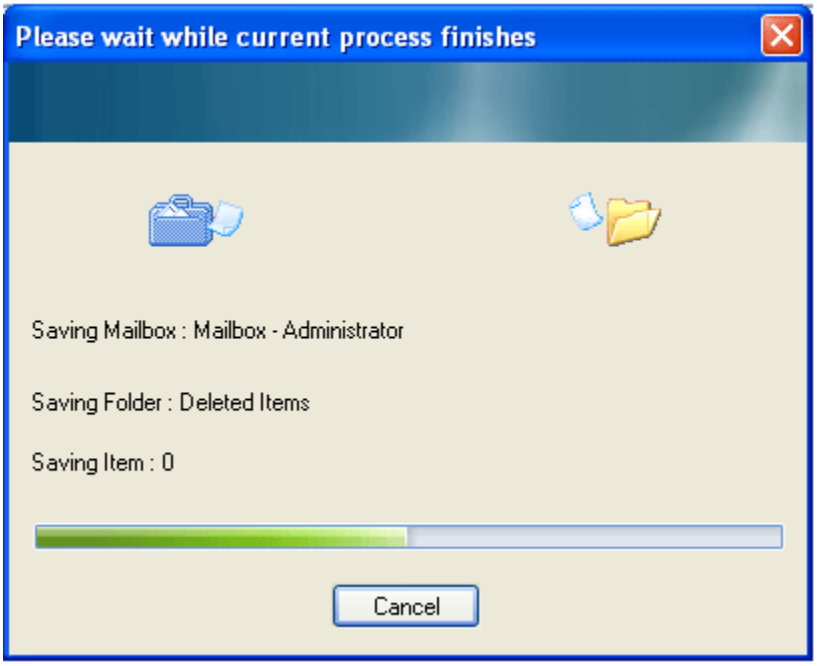

Please wait while current process finishes
Saving Mailbox : Mailbox - Administrator
Saving Folder : Deleted Items
Saving Item : 0
Cancel

Figure 4.7: Displaying successful saving of .EDB files

4.2 Recover .EDB file data Using Advance Scan mode

It is more powerful than **Automatic analyze and recover** mode. This mode is recommended when you have to recover user mailboxes from highly corrupted Exchange database files (.EDB and .STM). Also, use this mode when Automatic analyze and recover mode fails to provide you the desired recovery results.

Execute the following steps to recover Exchange Server data using Advance scan mode:

1. Launch the software and go to the next step to choose Advance scan mode for recovering .EDB files.

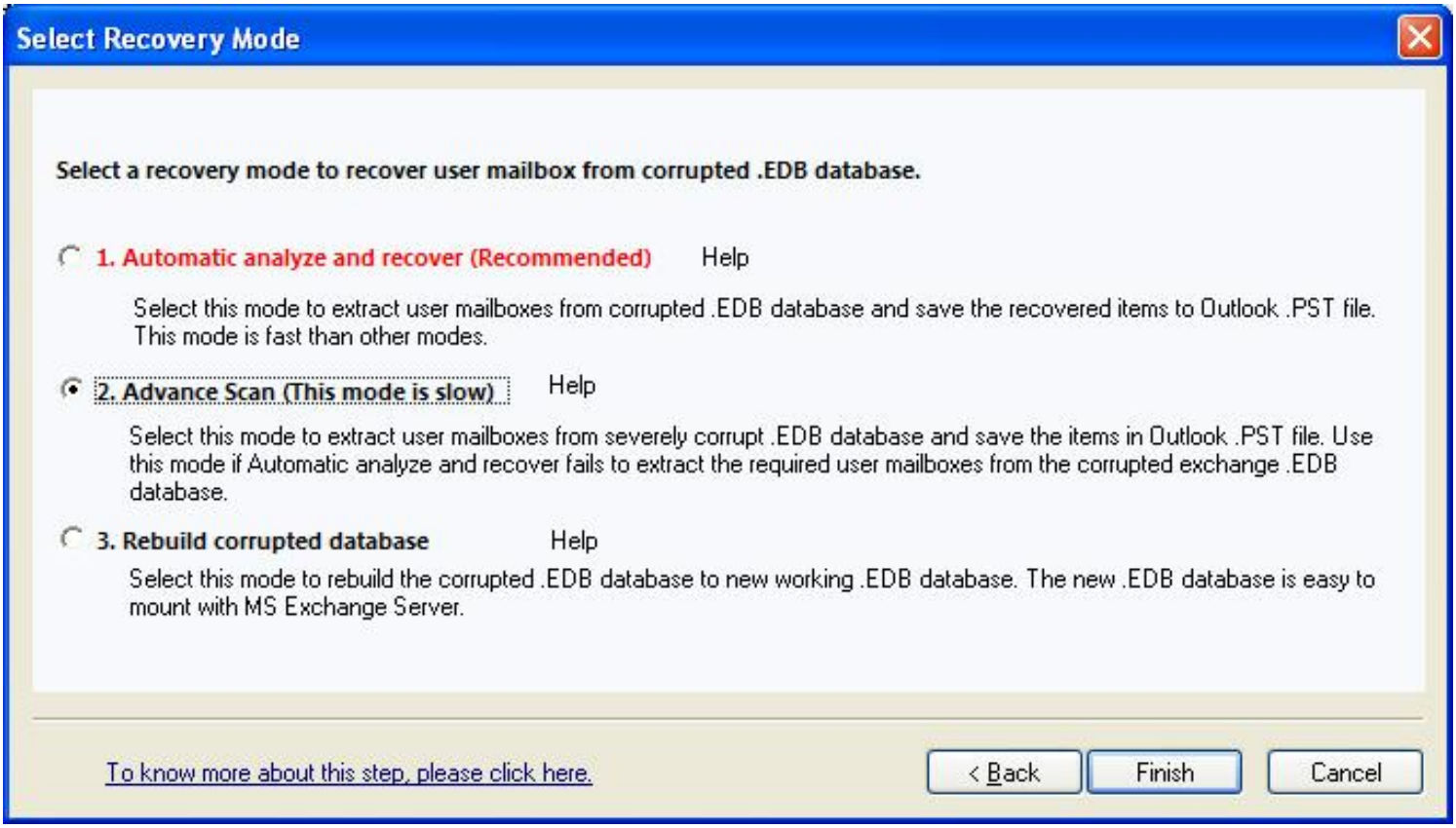

Select Recovery Mode
Select a recovery mode to recover user mailbox from corrupted .EDB database.
1. Automatic analyze and recover (Recommended)
Help
Select this mode to extract user mailboxes from corrupted .EDB database and save the recovered items to Outlook .PST file. This mode is fast than other modes.
2. Advance Scan (This mode is slow)
Help
Select this mode to extract user mailboxes from severely corrupt .EDB database and save the items in Outlook .PST file. Use this mode if Automatic analyze and recover fails to extract the required user mailboxes from the corrupted exchange .EDB database.
3. Rebuild corrupted database
Help
Select this mode to rebuild the corrupted .EDB database to new working .EDB database. The new .EDB database is easy to mount with MS Exchange Server.
To know more about this step, please click here.
< Back
Finish
Cancel

Figure 4.8: Selecting Advance scan Mode for EDB recovery

2. Click on **Finish** button to complete the recovery mode selection process.

3. If you have enabled the Ask for EDB database version option, the software displays the following dialog box:

Select EDB File Version
Please select the Exchange Server version with which EDB file is created
Exchange Server 2003 or lower version
Exchange Server 2007
Exchange Server 2010 or upper version
OK
Cancel

Figure 4.9: Selecting .EDB file version for recovery

4. Here you need to select the appropriate Exchange Server version with which the EDB database was created. Select the suitable option and click **OK** to continue.

5. Software starts the process of repairing the corrupt .EDB database and recovers user mailboxes and other Exchange mailbox items:

Please wait while current process finishes
Step 6 of 6 : Getting long value information please wait...
processing 27500 of 180967
Cancel

Figure 4.10: Repairing and recovering corrupt .EDB files

6. When the recovery process is complete, software enlists the recovered mailboxes on the left panel of the software:

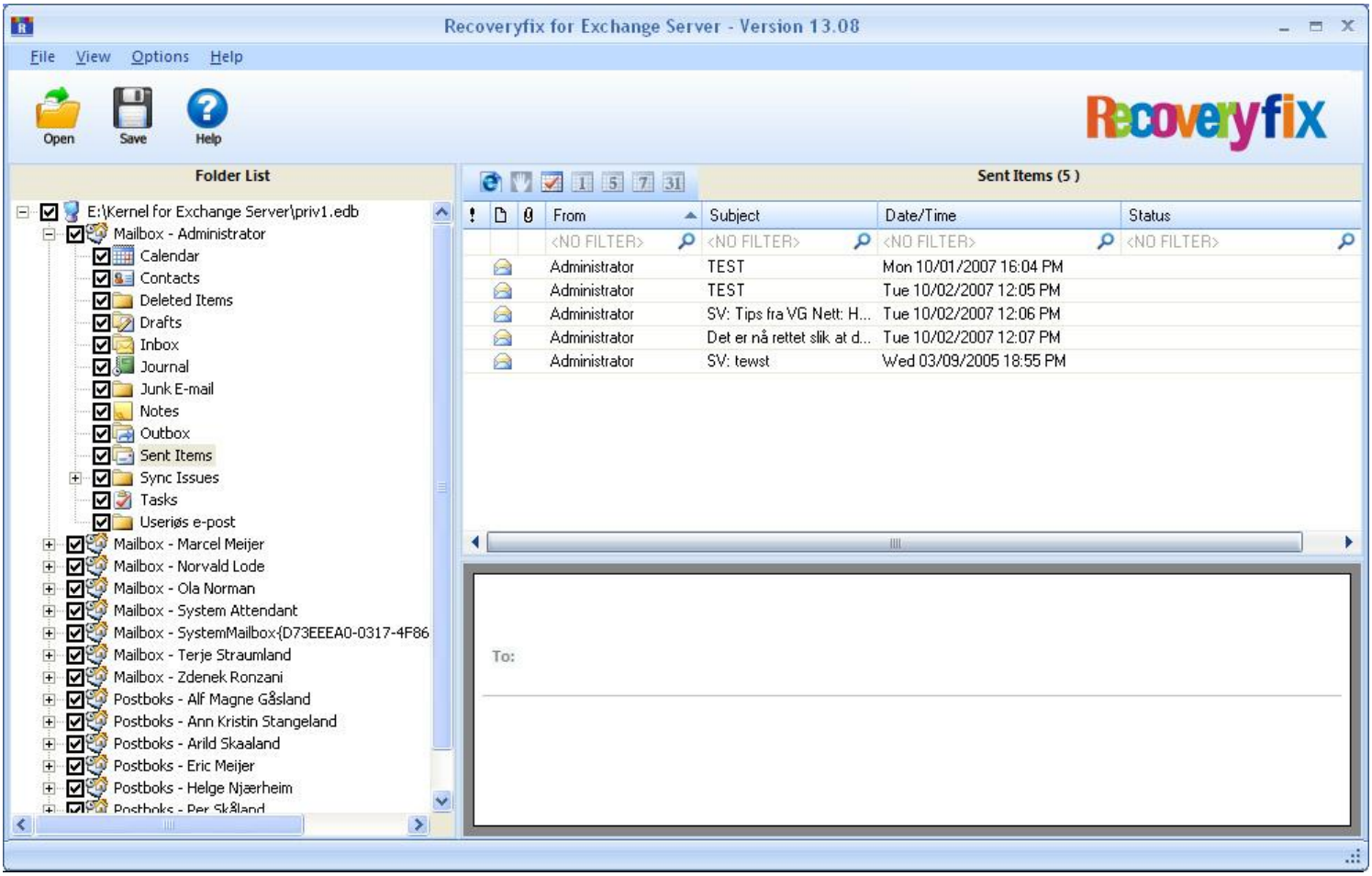


Figure 4.11: Displaying list of recovered Exchange mailboxes data

7. You can select and expand the particular user mailbox to view the respective emails and other items. Select the recovered emails to view preview of the email data with complete email properties.

8. Select the folders to save them; click the **Save** button.

9. Software asks you to define the saving location to save the recovered data. Specify Date Range and destination folder for the same.

11. Here you can select any predefined time period for saving emails of particular period or defined time period by setting Start Date and End Date.

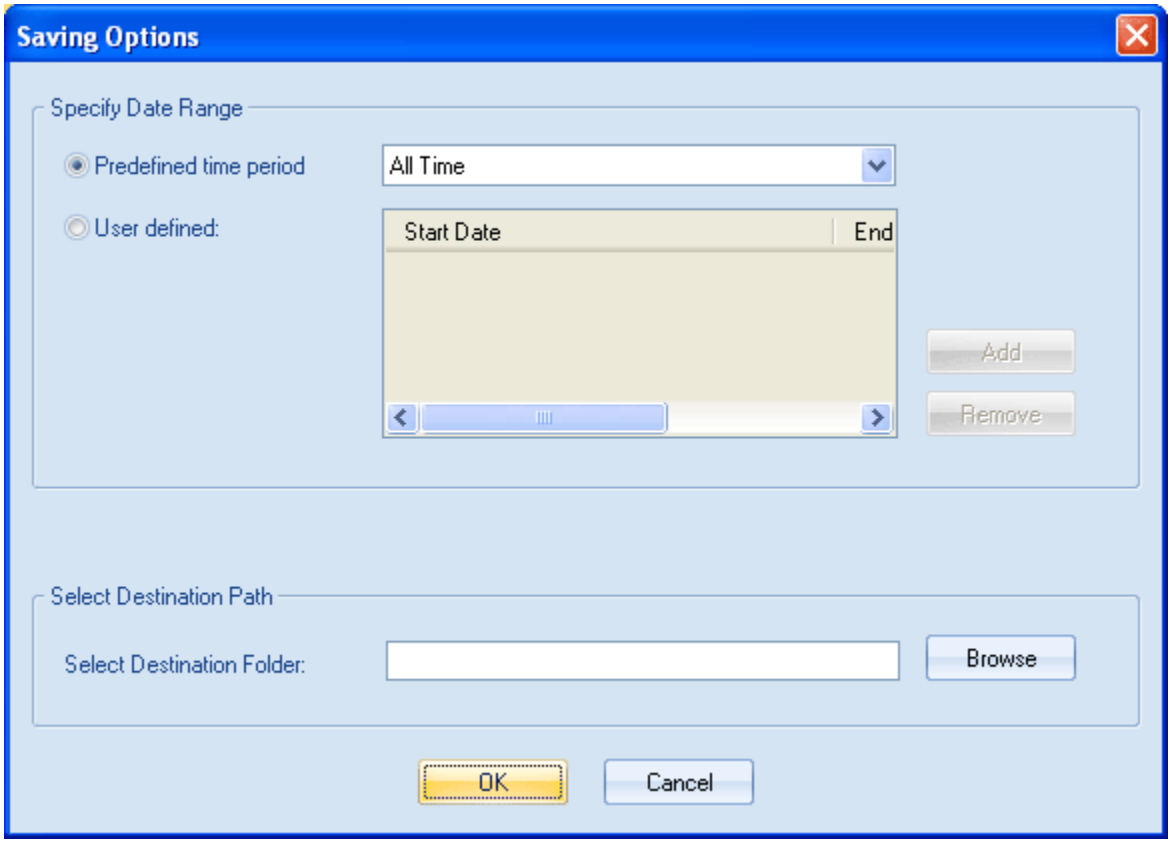


Figure 4.12: .EDB saving options

12. Click the **OK** button, the software starts .EDB saving process:

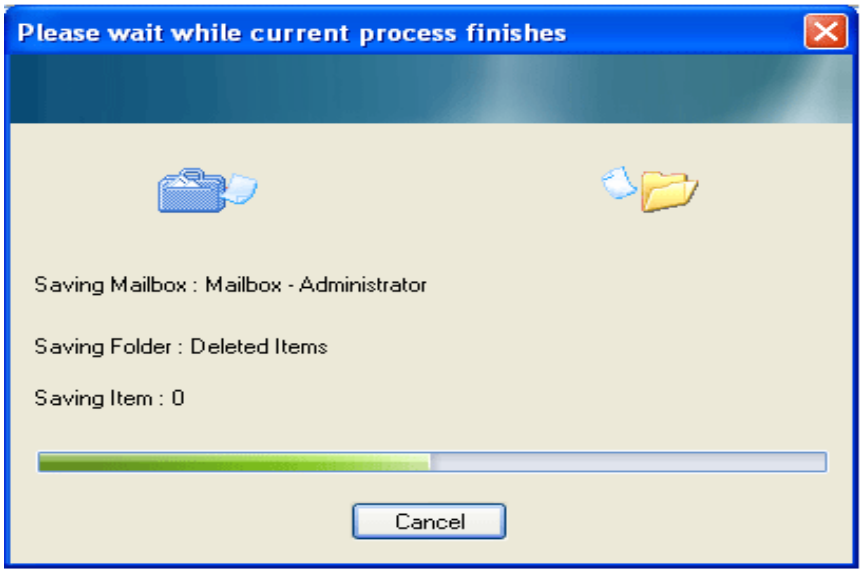

Please wait while current process finishes
Saving Mailbox : Mailbox - Administrator
Saving Folder : Deleted Items
Saving Item : 0
Cancel

Figure 4.13: Showing saving of recovered .EDB files

Software saves all the user mailboxes one by one to PST file at the selected location. After successful saving, recovered items can be viewed in PST file with MS Outlook.

4.3 Recover .EDB file data using Rebuild Corrupted Database mode

Rebuild Corrupt Database mode of RecoveryFix for Exchange Server is the best .EDB recovery mode as it helps you to rebuild a new .EDB database file with the repaired and recovered .EDB file, which then can be mounted easily over MS Exchange Server.

Exchange Server issues resulted due to dirty Shutdown or inconsistent Exchange shutdown state can be easily fixed by this mode. It helps you to achieve the clean shutdown or consistent state of MS Exchange Server.

It also helps when an administrator needs to transfer EDB file contents to a new EDB file instead of Outlook PST file.

Execute the following basic steps to recover data using Automatic analyze and recover mode:

1. Launch the software and go to the next step to choose **Rebuild corrupted database** mode for recovering .EDB files.

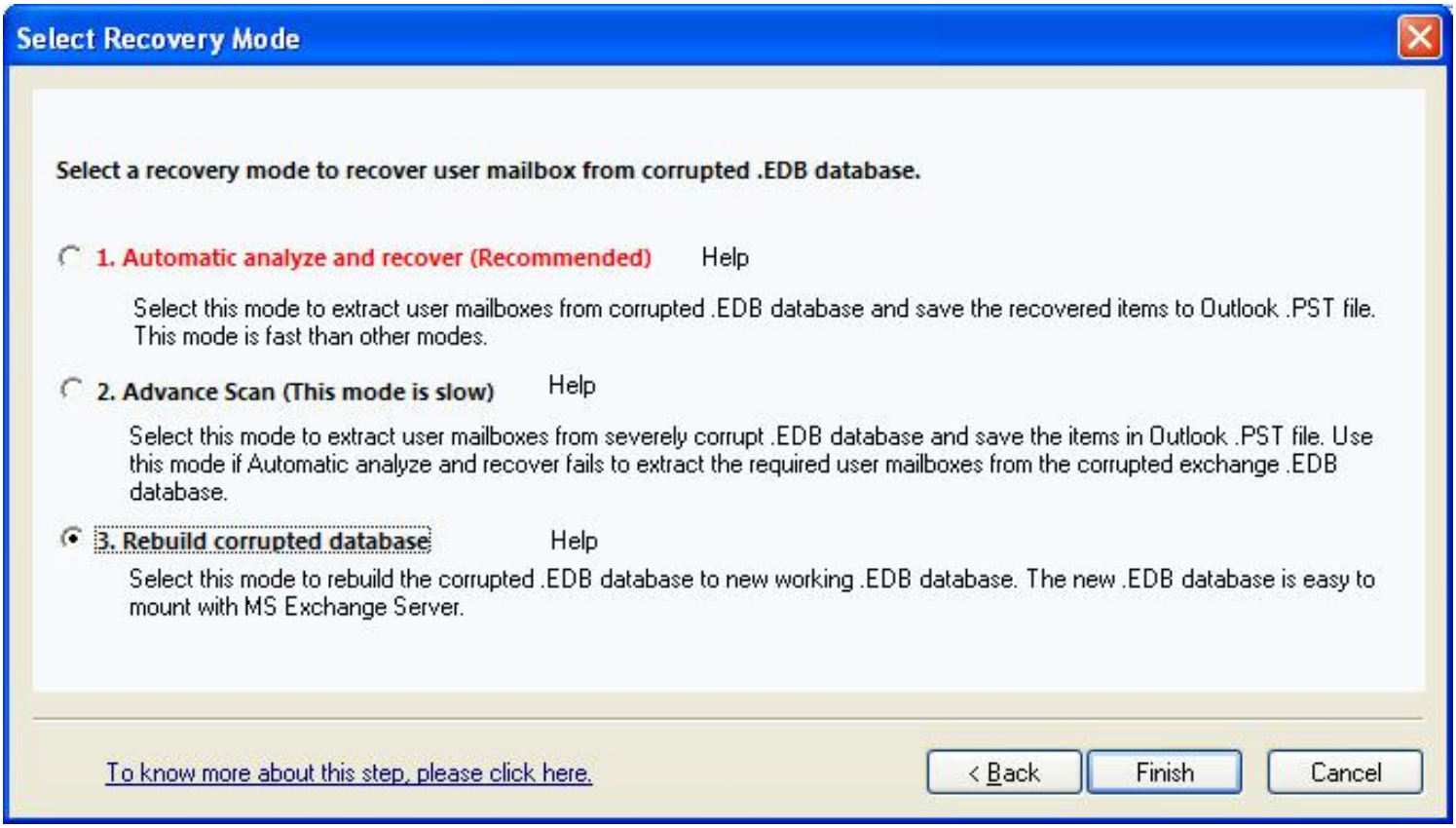

Select Recovery Mode
Select a recovery mode to recover user mailbox from corrupted .EDB database.
1. Automatic analyze and recover (Recommended)
Help
Select this mode to extract user mailboxes from corrupted .EDB database and save the recovered items to Outlook .PST file. This mode is fast than other modes.
2. Advance Scan (This mode is slow)
Help
Select this mode to extract user mailboxes from severely corrupt .EDB database and save the items in Outlook .PST file. Use this mode if Automatic analyze and recover fails to extract the required user mailboxes from the corrupted exchange .EDB database.
3. Rebuild corrupted database
Help
Select this mode to rebuild the corrupted .EDB database to new working .EDB database. The new .EDB database is easy to mount with MS Exchange Server.
To know more about this step, please click here.
< Back
Finish
Cancel

Figure 4.14: Selecting Rebuild corrupted database mode

2. Click the finish button.

3. It asks you to define the save location of the newly build EDB file with .STM and Verify.bat file.

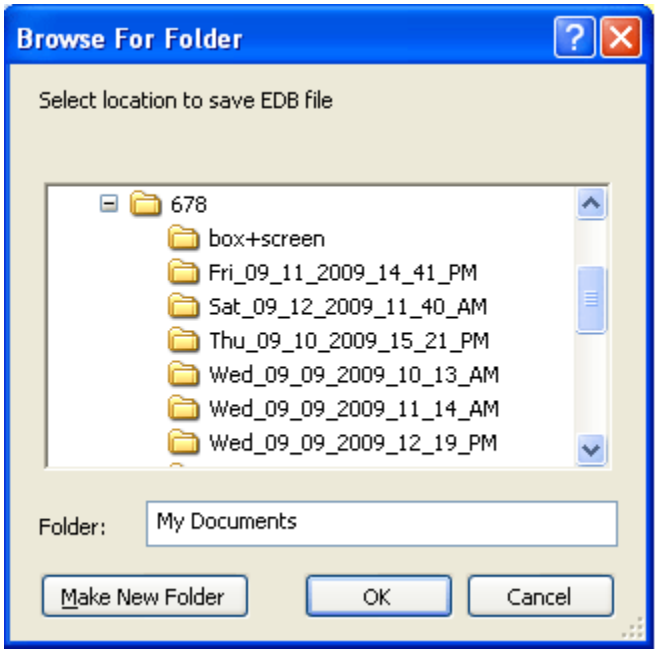


Figure 4.15: Define location of newly build .EDB files

4. Click OK to continue. Software now starts the recovery process of user mailboxes with their emails and other items.

> Note: Software performs repair and recovery operations on the backup copy of the .EDB file created at the defined Temp file location in the "Select Source window" and does not modify the original file.

5. After completing the .EDB repairing and recovery process, it shows the following message:

Recoveryfix for Exchange Server
The selected exchange database was successfully repaired.
You can verify the repaired database by executing Verify.bat file from the destination folder.
It is recommended to verify the file on Exchange Server
OK

Figure 4.16: Message of successful Exchange EDB file recovery

6. Software creates a batch file (Verify.bat), so that you can verify successful completion of EDB recovery process. While you execute the Batch file, it produces a list of folders entailed in the repaired file of original EDB database. The list of the folders entailed is named as Tablelist.txt file. You can run this batch file to verify the repairing and recovery results or by uploading to Exchange Server.

7. After repairing the corrupt, damaged Exchange database files (.edb and .stm), RecoveryFix for Exchange Server displays the entire user mailboxes, and data in that particular .EDB file.

8. You can select the appropriate Exchange user mailbox to view its respective emails and other items. The recovered items are displayed in right panel of the software.

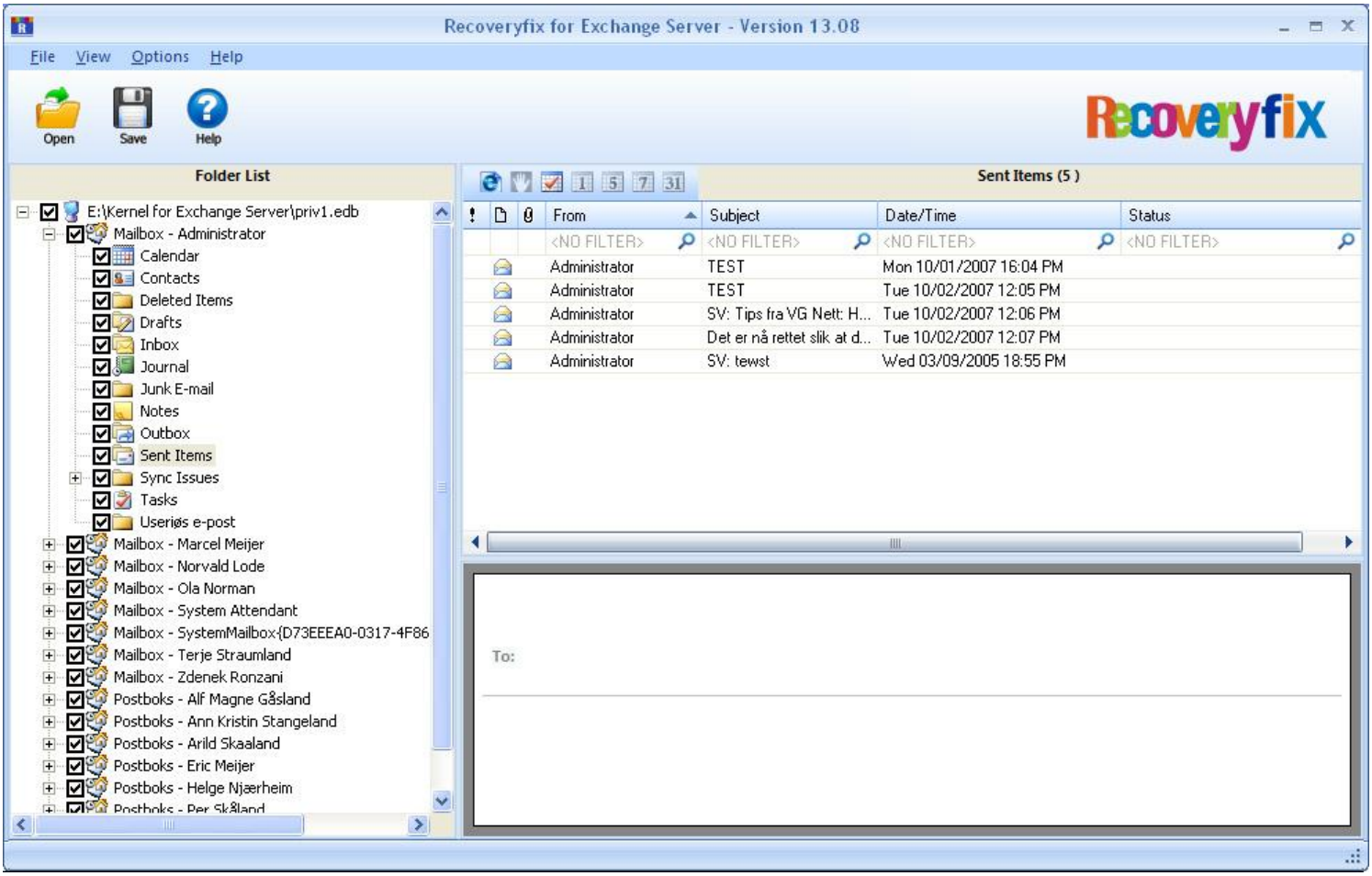


Figure 4.17: Displaying recovered Exchange mailboxes and email data

9. Software also recovers the permanently deleted emails of the mailbox. Such emails are listed in Red color in their original mailbox folder.

10. Select the mailbox folder and click the **Save** button to save at defined location. Specify Date Range and destination folder for the same.

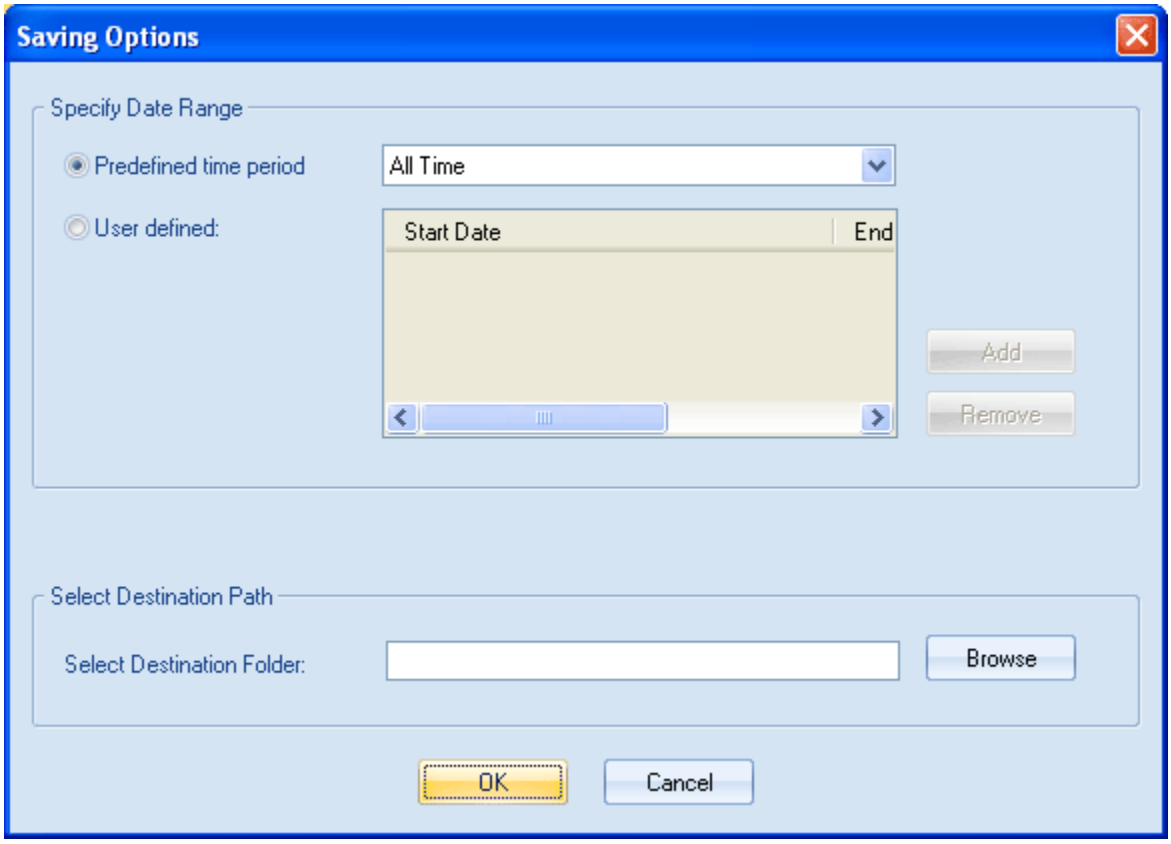


Figure 4.18: .EDB saving options

11. Here you can select any predefined time period for saving emails of particular period or defined time period by setting **Start Date** and **End Date**. Once date range defined, click the **OK** button. Software starts the saving process.

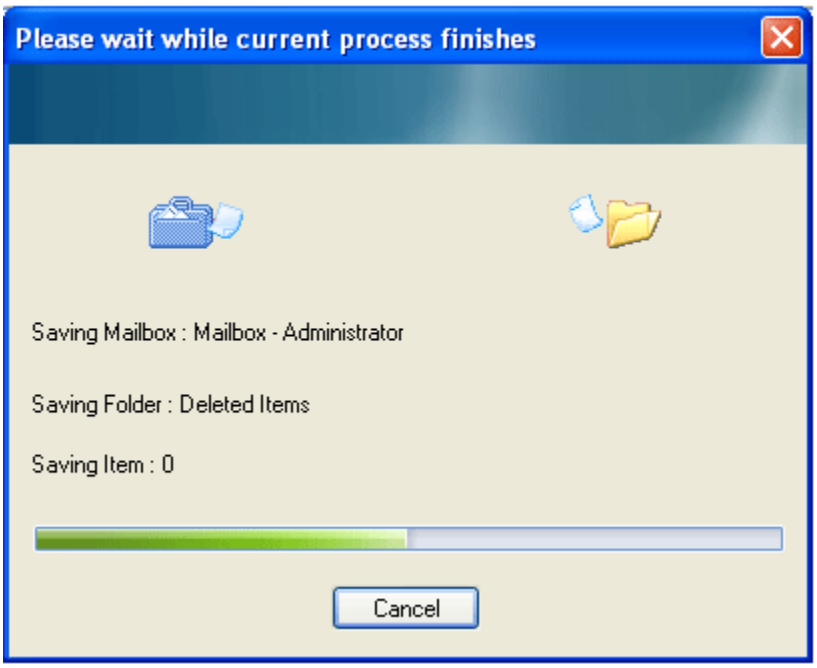

Please wait while current process finishes
Saving Mailbox : Mailbox - Administrator
Saving Folder : Deleted Items
Saving Item : 0
Cancel

Figure 4.19: Saving recovered Exchange .EDB files

5. Download, Purchase and Register

5.1 Download Free Trial

RecoveryFix for Exchange Server is available as trial version for FREE to download. You can analyze the features, functionalities, capabilities and can evaluate its performance. The trial version works almost same as that of the full version but it restricts you from saving the recovered Exchange .EDB files. To save all recovered EDB files, you should purchase the full version of the software.

Free version of RecoveryFix for Exchange Server can be downloaded from our website:

http://www.recoveryfix.com/download-exchange-recovery.html

5.2 Purchase & Register

Purchase the Full version of RecoveryFix for Exchange Server software for saving the recovered Exchange mailbox items. The FREE trial version of the software allows you to see only preview the recovered items but does not allow saving them. For saving the recovered items, purchase the full version of the software.

You can purchase the software through our website:

http://www.recoveryfix.com/buy-exchange-recovery.html (encrypted and secure site).

Payment and Delivery

Purchase the RecoveryFix for Exchange Server software from our authorized resellers, which provide various payment options for your ease - PayPal, FAX, Credit Card, E-cheque, Pay Order, etc.

After making the purchase transaction with our resellers, an email is sent to you which consist of activation details and download link of the Full version comprising of the activation code. This email is sent to the email address, which you have used while processing the purchase transaction with our resellers.

We suggest you not to use false e-mail address while making the purchase transaction.

For any other details related to purchase process, software activation process, email us at: **sales@recoveryfix.com**

5.3 Support

RecoveryFix provides round-the-clock technical support for its wide range of products to solve technical and software queries. The software comes with an embedded help manual that can be accessed by clicking Help in the software main window. You can also press the F1 key on the keyboard of your computer to access the embedded help manual of RecoveryFix for Exchange Server.

Telephone Support:

+91-9818718513

Email Support:

sales@recoveryfix.com for Sales

support@recoveryfix.com for Support

contact@recoveryfix.com for General Queries

6. Troubleshooting

6.1 Common Issues

What are the limitations in trial version of RecoveryFix for Exchange Server?

The free trial version of RecoveryFix for Exchange Server works almost same as that of the full version of the software but it does not allow you for saving the recovered Exchange .EDB files.

6.2 Frequently Asked Questions

1. **How to purchase RecoveryFix for Exchange Server?**

One can buy RecoveryFix for Exchange Server from our website:

http://www.recoveryfix.com/buy-exchange-recovery.html

2. **I have lost my full version for RecoveryFix for Exchange Server. Can you help me?**

Please email us at sales@recoveryfix.com. Please include your name, address, email address, and order confirmation number (if you have it). We will be happy to help you.

3. **What are the three recovery modes in RecoveryFix for Exchange Server?**

The three recovery modes for RecoveryFix for Exchange Server are Automatic analyze & recover, Advance mode, and Rebuild corrupted database.

4. **What are the supported Windows OS Platforms for RecoveryFix for Exchange Server?**

The supported Windows OS Platforms for RecoveryFix for Exchange Server are: Windows 8, Windows 7, Windows Vista, Windows XP, Windows 2000, Windows 2003, Windows Server 2008/2008 R2 and Windows Server 2012/2012 R2.

5. **What are the various reasons for corruption of Exchange database files?**

Exchange .EDB files may get corrupted due to Exchange dirty shutdown, corrupt header information, deleted mailboxes and emails, JET errors etc.

6. **Give the link for downloading the free trial version of RecoveryFix for Exchange Server.**

The free trial version of RecoveryFix for Exchange Server can be downloaded using the link:

http://www.recoveryfix.com/download-exchange-recovery.html

7. Legal Notices

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General

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